

FULL SERVICE BUNDLED MAINTENANCE

Contractors are required to have authorized Service Centers or authorized Service Dealers located within, or near the State of Louisiana, in order to provide maintenance coverage over the entire State of Louisiana.

1. The full service bundled maintenance cost is inclusive of all cost for full preventative maintenance, emergency calls, parts, labor and all other charges required to keep the copier fully operational and maintained in good working condition and all supplies, except for paper. Also, under bundled pricing, the contractor must deliver a minimum of a four (4) week quantity of supplies at one time to the using agency.

Examples of cost factors which must be included free under maintenance and rental prices would be inclusive of, but not limited to: fuser oil, staples, staple wire, waste toner collection boxes, binder tape, drums, organic photo conductors, surge protectors, safety retrofits, rollers, belts, corona wires, copyboard glass, sensors, lenses, lubricants, "PM kits", software, programming, emergency calls, all labor, remedial maintenance, Contractor's consultation telephone "hot line" for technical assistance, and maintenance for all accessories attached to the copier (with the exception of copier control devices supplied by another Contractor). These are only examples and are not a complete listing of cost factors.

2. Equipment maintained by Manufacturer's /Trademark Holder's authorized representative under prior warranty and/or maintenance service agreements will not be subject to charges for inspection and/or repairs necessary to bring equipment up to good operating condition except in instances where repairs required are due to abuse and/or neglect on the part of operating personnel.
3. Machines being placed under maintenance service shall be in good operating condition and shall be subject to prior inspection at the option of the Contractor, except as stated above.

Contractor must submit to agencies an itemized cost estimate (at contract maintenance rates) of necessary repairs. Using Agencies must provide written authorization to Contractor prior to Contractor performing necessary repairs.

4. Maintenance agreement shall include both preventive maintenance and remedial maintenance (unscheduled repair service).
5. Maintenance shall be performed during normal working hours (8:00 A.M. to 5:00 P.M., Monday through Friday, excluding holidays).
6. Contractor's service personnel must contact authorized personnel at the Using Agency prior to performing service inspections.

7. Contractor shall be available on-site within eight (8) hours, excluding holidays and weekends.
8. Payment will be made for the number of months in which service was actually rendered.
9. Assured availability of full service maintenance of equipment purchased herein will be 7 years from the date the Using Agency accepts the installation.
10. A loaner of similar make and model shall be provided by the prime Contractor, at no additional expense to the Using Agency, for copiers covered under maintenance, warranty or rental which cannot be repaired and are not in good working condition within sixteen (16) working hours of the Agency's request for service.

Additionally, the invoice for rental or maintenance will be reduced by one-thirtieth (1/30) of the monthly base charge, based on the monthly copy allowance, for each day the copier is not fully operational and fully configured and there is no operable comparable loaner at the Agency location.

11. The State will not be liable for copy charges arising from either, the Vendor's service calls, or copies which are unusable due to poor copy quality. Agencies are to give unusable copies to the service Vendor in order to receive copy credits.
12. **Charges for copies over the MCA will be billed on a quarterly basis.** Agencies will be invoiced monthly in arrears for the monthly maintenance inclusive of the MCA. However, every three months the vendor will reconcile the agencies' invoices to reflect a quarterly total number of copies. There will only be excess copy charges for the number of copies that exceed the total MCA after adding together the MCA's for the three months of the quarter. A quarter is equal to three month intervals and is not necessarily based on fiscal or calendar year.
13. For discontinuation of maintenance prior to the end of the contract period, the Using Agency will be required to give thirty (30) days written notice except for reasons of (a) non-appropriation of funds by the legislature, or (b) the end of the maintenance period identified in the release order, or (c) default of the Contractor, or (d) the end of the fiscal year.
14. All supplied parts shall meet or exceed the original manufacturer's specifications and shall carry the manufacturer's normally offered warranties and guarantees. The supplies may be a brand other than the brand of the equipment. However, the vendor is responsible for the performance and compatibility of the supplies for the equipment.